

## An Update from NSAVL on COVID-19

March 21, 2020

Dear Patients of North Shore Audio-Vestibular Lab:

This is a time of uncertainty and concern and we recognize that this is a difficult time for everyone. Please know that as the COVID-19 crisis evolves, we are dedicated to addressing your health, questions, and needs for hearing and balance health care services. We consider you our family and, as such, don't want to lose touch with you.

In addition to the disruption by coronavirus in our daily lives, our national audiology conference in New Orleans during the first week of April was cancelled. Our national American Academy of Audiology conference is where the industry typically unveils the latest and greatest technology for hearing and balance health care. We will use this time to work with the leading hearing aid manufacturers so we can continue to advance our knowledge and provide you with the most advanced professional care. Several of us were scheduled to present lectures to our colleagues at that conference. Dr. Pessis was to have been recognized with Honors of the Academy of Audiology, the highest honor of the organization, for his dedication and contributions to the profession of Audiology.

### **Our number one priority is the safety of you, your family, and our staff.**

We are continuing to address the complexities associated with keeping all of us free from the harmful effects of coronavirus. Unfortunately, with the Governor's "shelter-in-place" order, we will not be able to offer or schedule routine office hours until the Governor relaxes the current restrictions. We will be monitoring our phone, **(847) 432-5555**, the central number for our practice. If you have a need other than a routine appointment, please leave your name and phone number with a description of your problem, and we will return your message as soon as possible.

Once we are able to resume normal function, we will take enhanced measures to disinfect high traffic/high touch areas throughout the day. We are also mandating our staff to stay home when sick and following all CDC recommendations to decrease the risk of exposure.

If you or anyone in your family has had contact with a confirmed case of COVID-19 and/or has symptoms consistent with COVID-19 (fever, dry cough, sore throat, or shortness of breath), please call the Illinois Department of Public Health (800-889-3931) or your primary health care provider. The CDC has provided an informative link for Frequently Asked Questions regarding COVID-19:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Remember that we remain available by phone, and we can help with emergent hearing aid issues, in-house repairs, and curbside pick-up and drop-off of repairs.

Additionally, in this ever-changing environment, we are working diligently to establish reliable, secure options allowing us to provide care via phone and/or video. We will continue to communicate these options via email and through our website as they are solidified.

We are grateful for the opportunity to participate in your hearing and balance health care. It is important that we partner with you in providing a healthy environment throughout these challenging times.

We look forward to seeing you in the near future. In the meantime, wishing you and your family good health.

Sincerely,

Paul Pessis, AuD  
Jill Meltzer, AuD  
Deborah Milling, AuD  
Tracy Murphy, AuD  
Kristie Trester, AuD  
Mark Partain, AuD  
Merle Gallagher, Patient Care Coordinator and Administrator



**North Shore Audio-Vestibular Lab**

1160 Park Ave W, Suite 4S  
Highland Park, IL 60035

Website: <https://www.nsavl.com/>

Email: [info@nsavl.com](mailto:info@nsavl.com)

847-432-5555 (p)

847-432-5554 (f)

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<https://www.nsavl.com/>



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